

# Request for Proposals

## CISCO Equipment & Services

Department of Financial Services  
Town of West Hartford  
December 3, 2010

NOTICE TO PROPOSERS  
TOWN OF WEST HARTFORD,  
CONNECTICUT

**Release Date: December 3, 2010**  
**Mandatory Pre-Submission Meeting: December 14, 2010**  
**RFP Submission Due Date: January 4, 2011**

REQUEST FOR PROPOSALS  
CISCO EQUIPMENT & SERVICES

The Town of West Hartford will receive responses to this Request for Proposals (RFP) in the office of the Department of Financial Services, 50 South Main Street, West Hartford, Connecticut 06107, January 4, 2010 for the furnishing of information pertaining to:

**CISCO hardware, software and maintenance services and professional services for the upgrade and replacement of the Town of West Hartford's voice and data communications core network.**

The Town of West Hartford assumes no liability for any costs incurred by the vendor in the preparation or delivery of the response to this RFP, or other pre-sales meetings.

An appropriation has been made by the Town of West Hartford for the purchase of CISCO equipment & services however the issuance of this RFP does not imply any commitment to purchase any products or services from any vendor.

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## I. GENERAL INFORMATION

### A. Purpose of this Request for Proposal

The Town of West Hartford (Town) is seeking an authorized CISCO Systems Gold or Silver business partner with a presence in Connecticut, Massachusetts, New York or Rhode Island, to provide CISCO equipment, software and maintenance. The Town will purchase CISCO equipment (hardware) to rebuild and upgrade its core network infrastructure for voice and data communications. The Town is also seeking planning, design, installation and training services from an authorized CISCO Systems Gold or Silver business partner. The Town reserves the right to select multiple vendors to supply hardware and services. The Town's core network infrastructure will be upgraded to accommodate fiber optic connectivity to all town and school buildings.

The Town is requesting responses to a base design for the core network infrastructure with an opportunity for the Respondent to provide a value engineered alternative design. The Town will review vendor responses based upon an initial evaluation using the selection criteria and develop a short list of vendors who will be asked to participate in interviews to discuss their response. The Town would anticipate negotiating a contract with the highest rated response(s) and make an award based upon best value.

### B. Background

The Town of West Hartford is a suburban community of 60,000 residents that highly value municipal and education services. The Town is currently designing and beginning installation of a fiber optic network to connect all town and education facilities together for voice, data and video communications. Currently, these services are being provided through third-party MPLS circuits and there are significant limitations of available bandwidth to meet user needs. The Town currently owns 66 miles of fiber optic cabling installed on telephone poles throughout the Town. The fiber optic cabling terminates in a modern network operations center (NOC) building which was purchased by the Town. With the installation of fiber optic cabling to all facilities, the core network infrastructure must be upgraded to efficiently handle the demands of the increased traffic from the enhanced bandwidth to the remote facilities. Respondents will be asked to base their RFP responses upon a base design for an upgraded core network infrastructure and to provide a value engineered alternative to the base design.

### C. Additional Information

All questions or requests for additional information in connection with this RFP should be emailed by close of business on December 27, 2010 to:

Chris Johnson  
Director of Financial Services  
Email: [chrisj@westhartford.org](mailto:chrisj@westhartford.org)

Responses to questions or requests for additional information will be distributed to all known parties receiving this proposal and also posted on the Town of West Hartford's procurement web site:

<http://www.westhartford.org/TownDepartments/FinancialServices/BidListCaveat.htm>

Respondents are responsible for checking the Town's procurement web site for all addenda distributed in response to questions and requests for additional information. Under no circumstances may any Respondent contact any employee or representative of the Town of West Hartford prior to the RFP submission deadline other than as provided in this section. Any violation of this condition may result in Respondent being considered non-compliant and ineligible for award.

#### D. Mandatory Pre-Submission Meeting

A mandatory meeting of all respondents is scheduled for Tuesday, December 14, 2010 at 10:00 am in room 217 of the West Hartford Town Hall, 50 South Main Street, West Hartford, CT. The purpose of the meeting is to discuss any questions or clarifications on the RFP request and any requests for additional information required for a response to the RFP. Respondents are strongly encouraged to review the RFP request prior to the meeting.

#### E. RFP Response

Written responses will be accepted at the Department of Financial Services until 3:00pm on January 4, 2011. An original reply to this RFP and 2 copies along with an electronic compact disc version of the Respondent's information must be delivered to the following:

Town of West Hartford  
Department of Financial Services  
50 South Main Street  
West Hartford, CT 06107

All RFP packages should be clearly marked with the Respondent's name and the words "RFP for CISCO Equipment & Services".

#### F. RFP Cost

Respondents are responsible for all costs incurred in the development and submission of their information packages. The Town assumes no contractual obligation as a result of the issuance of this RFP, the preparation or submission of information by a Respondent.

#### G. Prime Respondent Responsibility & Third Party Relationships

The Respondent should clarify its relationships with parties supplying portions of the RFP solution and specify the portions that each party is providing.

#### H. Instructions to Proposers

1. At the date of opening proposals, it will be presumed that each Proposer has made a thorough examination of all information relative to the services to be performed under this contract; is satisfied as to the actual conditions and requirements of the services; and has read and become familiar with proposal documents.
2. The Town and Public Schools reserve the right to reject proposals for any reason the Town and Public Schools deems advisable and to award a contract to any of the Proposers of service is the sole discretion of the Town. Any item required in this request for proposals that is not included in a respondent's proposal shall be specifically noted. If there are no specifically noted exclusions in a proposal it will be assumed that the Proposer accepts and understands all of the requirements of this request for proposals.
3. Reimbursable Expenses: All pricing submitted by the Proposer shall include any and all reimbursable expenses.
4. Questions/Inquiries: Any questions about this request for proposals should be addressed to Chris Johnson, Director of Financial Services, Town of West Hartford, 50 South Main Street, West Hartford, Connecticut 06107 at [chrisj@westhartford.org](mailto:chrisj@westhartford.org)
5. All RFP responses will be considered confidential information and will not be available for viewing until a contract award is made.
6. Any proposal must be valid for a period of 120 days from the due date.
7. Vendors who are furnished a copy of this RFP are requested to submit a receipt acknowledgement as soon as possible indicating their intention to participate in the RFP process to ensure timely receipt of potential corrections, cancellation and addenda. Those not intending to make a proposal are asked to submit a negative reply. Acknowledgements shall be emailed to Chris Johnson, Director of Financial Services, Town of West Hartford at [chrisj@westhartford.org](mailto:chrisj@westhartford.org).

#### I. Taxes

The Town is a qualified tax-exempt institution and as such is not liable for any federal, state, or local excise, sales, use, property or other taxes that Proposer may incur as a result of this agreement. The successful Proposer will be obligated to pay property taxes to the Town with respect to any of the Proposer's taxable personal property, motor vehicles or real estate within West Hartford which may be used in conjunction with the performance of this agreement.

#### J. Indemnification

1. The successful Proposer shall release defend, indemnify and hold harmless the Town of West Hartford and the West Hartford Board of Education, their respective boards and commissions, officers, officials, employees, agents, representatives, and servants from any and all suits, claims, losses, damages, costs (including, without limitation, reasonable attorneys' fees), compensation, penalties, fines, liabilities or judgments of any name or nature for injuries or alleged injuries to person (including sickness and death) or to property, or financial losses, sustained or alleged to have been sustained by any person or concern, including officers, agents, servants, employees, contractors and subcontractors of the Town or the successful Proposer arising or alleged to have arisen out of the negligent, grossly negligent, reckless or intentional performance or failure to perform any part of this agreement by the Proposer or by anyone acting under the supervision of the Proposer. This indemnity shall not be affected by other portions of this agreement relating to insurance requirements.
2. The successful Proposer shall release, defend, indemnify and hold harmless the Town of West Hartford and the West Hartford Board of Education, their respective boards and commissions, officials, officers, employees, agents, representatives, and servants from any and all suits, claims, losses, damages, costs (including, without limitation, reasonable attorneys' fees), compensation, penalties, fines, liabilities or judgments that may arise out of the failure of the successful Proposer, its officers, agents, employees, contractors, subcontractors, or anyone directly or indirectly employed by them to comply with any laws, statutes, ordinances, codes, and rules and regulations or the United States of America, the State of Connecticut, the Town of West Hartford, or their respective agencies. This indemnity shall not be affected by other portions of the agreement relating to insurance requirements.

#### K. Compliance With Laws

Proposer shall operate and maintain all properties and perform all of the services required in the RFP in full compliance with all appropriate federal, state and local laws and regulations.

#### L. Non-Discrimination

The Proposer in performing under this agreement shall not discriminate against any workers, employee or applicant or any member of the public because of race, creed, color, religion, age, sex, marital status, national origin, mental retardation or physical disability, including but not limited to blindness, unless it is shown by Proposer that such disability prevents performance of the work involved, in any manner prohibited by the laws of the United States or the State of Connecticut, nor otherwise commit an unfair employment practice. Proposer will take affirmative action to insure that applicants are employed and that employees are

treated during employment without regard to their race, creed, color, religion, age, sex, marital status, national origin mental retardation or physical disability, including but not limited to blindness, unless it is shown by Proposer that such disability prevents performance of the work involved, in any manner prohibited by the laws of the United States or the State of Connecticut, nor otherwise commit an unfair employment practice. Proposer agrees that this non-discrimination clause will be incorporated in all contracts entered into by it with suppliers of services or materials, contractors and sub-contractors and all labor organizations furnishing skilled, unskilled and craft unions skilled labor or whom may perform any such labor or services in connection with this agreement.

#### M. Contract for Services

The Town and Public Schools and Proposer expressly agree that this is an agreement for the provision of the specific services herein described; that Proposer is to perform those services for the term set forth herein and pursuant to the provisions of this agreement; that the Proposer(s) are independent contractors, not employees of the Town, for these purposes and as such neither they nor their employees are entitled to any Town or Public Schools employment benefits, including without limitation, life and health insurance, vacation and sick leave, pension rights or workers compensation.

#### N. Public Information & Ownership of Documents

All proposals submitted and information included therein or attached thereto shall become public records upon their delivery to the Town and Public Schools. All documents created by the Proposer during the completion of their contract requirements shall become the property of the Town and Public Schools, including any data bases and information systems that are created.

#### O. Examination of Documents

Proposers shall thoroughly examine and be familiar with these proposal documents. The failure or omission of any Proposer to examine these documents shall in no way relieve any Proposer of obligations with respect to this Request For Proposals. The submission of a proposal shall be taken as prima facie evidence of compliance with this paragraph. The response and the Request for Proposals shall become part of any agreement by reference.



## P. Selection Process and Evaluation Criteria

The response to this RFP will be evaluated by a team of employees using the following criteria:

- Responsiveness to technical requirements
- Quality of the transition & implementation plan
- Company history and client satisfaction & references
- Maintenance and support
- Technical resources
- Price & total cost of ownership

## II. PROJECT OVERVIEW

### A. Current Network Design

The Town of West Hartford's core network infrastructure for data and voice communication is located in the West Hartford Town Hall. This network infrastructure provides data communication to all Town and Public School facilities and voice communication for eight (8) Town facilities. Town owned underground fiber optic cabling connects the Town Hall (Town and central BOE offices), Police Department, Parking Garages, Noah Webster Library and a network operations center (NOC). Connectivity to twenty-six (26) Town and Public School facilities (see Attachment 1) is provided by provisioned MPLS circuits terminating at the Town Hall in a 3845 CISCO router owner by One Communications. Two facilities, Conard and Hall High Schools, are connected to the Town Hall through provisioned dark fiber. The Town owner fiber, provisioned MPLS circuits and provisioned dark fiber are all terminated in a CISCO 6509 switch at the Town Hall. The CISCO 6509 has two (2) supervisor and six (6) blades with fiber optic 100/1000 gbics. Approximately twenty-six (26) CISCO 3750 routers (48 ports) are used to provide connectivity to the facilities located on the Town owned fiber optic cabling. There are two (2) firewall systems, a ASA firewall 5510 and a PIX 515E firewall. There are approximately thirty (30) servers providing shared and departmental resources across the wide area network. The edge devices in the remote facilities connected to the provisioned circuits are owned by One Communications. There are approximately sixty (60) ENTERASYS switches in use within the remote BOE facilities. There are currently two IP segments in use, one for Town resources and one for BOE resources.

## B. New Base Network Design

The new base network design reflects the following design considerations:

- To build redundancy into the design through hardware design and by dividing the network into smaller, more manageable logical networks.
- Provide capacity to efficiently handle increased traffic from additional bandwidth from the fiber optic network.
- Provide the ability of all users on the network to share any resource or be restricted from any resource available on the network.
- To reduce the disruption from power loss at the Town Hall to other campuses.
- Use a forest and tree model for interconnecting the multiple network domains and interconnected by bi-directional trust relationships.
- Maximize the wide area network data flow while reducing network complexity and costs.
- The ability to accommodate future growth in traffic while leveraging initial investments.
- Develop a transition plan that minimizes disruptions to the continued operation of the existing network.

The new base network design is depicted in Attachment 2 – New Base Network Design. The Town of West Hartford is developing a fiber optic network to eventually connect all town and school facilities to the network operations center building. The engineering of the build out of 66 miles of existing installed fiber optic cabling to these remote locations is almost completed and will be bid in January with installation by the end of the summer, 2011. Currently, four (4) of these locations are currently being built out to provide a pilot example of the available bandwidth. The fiber optic cabling will be terminated at the network operations center building with CISCO 3750 switches. The base design will use CISCO 3750 switches (WS-C3750-12S-E) for core layer (WAN), CISCO 3750 switches (WS-C3750-12S-E) for distribution layer and CISCO 3750 Layer 3 switches (WS-C3750G-48TS-E) for access layer in the network operations center building. The remote sites will follow the same design principles. It is the intention of the Town of West Hartford to minimize switch types to two (2) models as specified in Attachment 3 - CISCO Equipment List for the Base Network Design. The existing network will be broken down into separate network domains. The existing shared resources will remain as the westhartford.org domain. The shared resources are comprised of all inside file servers, the DMZ and the outside interface (CISCO firewall ASA 5510). The public schools will be [www.whps.org](http://www.whps.org), the library will be [www.whlibrary.org](http://www.whlibrary.org), the town offices will be [www.town.org](http://www.town.org) and the police department will be [www.whpolice.org](http://www.whpolice.org).

### C. Value Engineered Design

The Town is also soliciting for consideration as part of the Request for Proposals a Value Engineered Design alternative from Respondents. The alternative should consist of CISCO equipment and meet the design considerations outlined for the Base Network Design. The Value Engineered Design should also include a transition and implementation plan, CISCO equipment list and professional services requirements.

## III. RFP RESPONSES

All Respondents should structure their proposals in the following manner:

### A. Cover Letter

A one-page cover letter should contain the name and address of the corporation or business submitting the RFP, as well as the name, address, email address, telephone and fax numbers of the primary contact. The location of primary office providing services should be identified.

### B. Technical Qualifications

Respondents should provide evidence of compliance with CISCO partner designations and technical expertise requirements. The vendor shall be certified to sell the complete CISCO product line including but not limited to LAN and WAN switches and routers; optical equipment; and VoIP hardware and software. Vendor shall also be authorized to provide/resell CISCO service and support including all levels of SMARTnet maintenance. Respondents shall detail the number of company employees by function and technical expertise and certifications shall also be included.

### C. Company History and Client Satisfaction

Each proposal shall include an overview of the history of the company and a comprehensive list of current clients. Specific reference information for three (3) clients relevant to the proposed work should be included. Reference information shall include contact name, title and telephone number; description of the work performed; date work was performed; and correlation of employees performing the work relative to the employees that would be providing the services under this RFP response.

### D. Base Network Design Response

#### 1. CISCO Hardware Costs

CISCO hardware costs shall be quoted as a discount off CISCO's published list price. Respondents shall provide CISCO list pricing for each item. Vendor shall arrange for the Town to have access to CISCO's pricing web site for current pricing information. The Town must also be notified and be able to participate in special CISCO discounted pricing when it is made available from CISCO to its resellers. The vendor shall be responsible for all standard delivery costs including inside delivery of all items ordered under any subsequent purchase orders as a result of this RFP and contract award. Trade-in values for displaced equipment must be provided.

## 2. Software & Hardware Maintenance

Discount pricing and maintenance types for all hardware and software shall be based on a percentage off of CISCO's current published list price. Please include all maintenance programs related specifically to government agencies and educational institutions. In addition, the vendor shall extend the offer of extending maintenance beyond the 1 year maintenance for an additional 2 years prepaid at the time of purchase at an additional discount above the standard discounts.

## 3. Implementation & Transition Professional Services

Each proposal shall include detailed information on the proposed transition and implementation plan. This information should include the Proposer's approach to project management and the identification of the project team that will be assigned to the project. The transition plan should describe in detail the steps that will be taken to mitigate disruptions to voice and data communications during the implementation and how the implementation will be staged to accommodate ongoing business operations. An implementation timeframe should also be included. The vendor shall describe specific tasks to be performed for implementation services. Please describe those services that come standard with an equipment purchase as well as any other services related to designing, documenting and installing network systems. Include not to exceed estimates of the number of hours and hourly rates for equipment installation, configuration, testing, troubleshooting, and project management services. Also include any certifications, licenses, years of experience required, etc. for each service level.

## E. Valued Engineered Design Alternative

### 1. Overview of Design

The value engineered alternative design should be described in detail, including positive and negative features relative to the Base Network Design. Respondents should clearly explain and document their value engineered design and the value represented relative to the Base Network Design. The alternative should consist of CISCO equipment and meet the design considerations outlined for the Base Network Design.

### 2. CISCO Hardware Costs

Respondents shall provide a detailed CISCO equipment parts list for the Valued Engineered Design alternative including CISCO list pricing by item. CISCO hardware costs shall be quoted as a discount off CISCO's published list price. Vendor shall arrange for the Town to have access to CISCO's pricing web site for current pricing information. The Town must also be notified and be able to participate in special CISCO discounted pricing when it is made available from CISCO to its resellers. The vendor shall be responsible for all standard delivery costs including inside delivery of all items ordered under any subsequent purchase orders as a result of this RFP and contract award. Trade-in values for displaced equipment must be provided.

### 3. Software & Hardware Maintenance

Discount pricing and maintenance types for all hardware and software shall be based on a percentage off of CISCO's current published list price. Please include all maintenance programs related specifically to government agencies and educational institutions. In addition, the vendor shall extend the offer of extending maintenance beyond the 1 year maintenance for an additional 2 years prepaid at the time of purchase at an additional discount above the standard discounts.

### 4. Implementation & Transition Professional Services

Each proposal shall include detailed information on the proposed transition and implementation plan. This information should include the Proposer's approach to project management and the identification of the project team that will be assigned to the project. The transition plan should describe in detail the steps that will be taken to mitigate disruptions to voice and data communications during the implementation and how the implementation will be staged to accommodate ongoing business operations. An implementation timeframe should also be included. The vendor shall describe specific tasks to be performed for implementation services. Please describe those services that come standard with an equipment purchase as well as any other services related to designing, documenting and installing network systems. Include not to exceed estimates of the number of hours and hourly rates for equipment installation, configuration, testing, troubleshooting, and project management services. Also include any certifications, licenses, years of experience required, etc. for each service level.

### F. Appendices

The respondent may attach appendices and reference them from within the RFP response. This is particularly appropriate for lengthy responses on a single subject. Understanding the intent of the respondent should be possible without the reading of the attachments. Brochures describing the hardware, software, or services are examples of appropriate items to be included as an appendix.

**RFP SUBMISSION FORM**  
**CISO EQUIPMENT & SERVICES**  
**BASE NETWORK DESIGN**  
**TOWN OF WEST HARTFORD**

By signing this form, you acknowledge compliance and agreement with the RFP requirements.

\_\_\_\_\_  
Company

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Address

\_\_\_\_\_  
Name

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
Title

\_\_\_\_\_  
Telephone

\_\_\_\_\_  
Date

All bidders must clearly state the following percentage discounts off CISCO's published list prices.

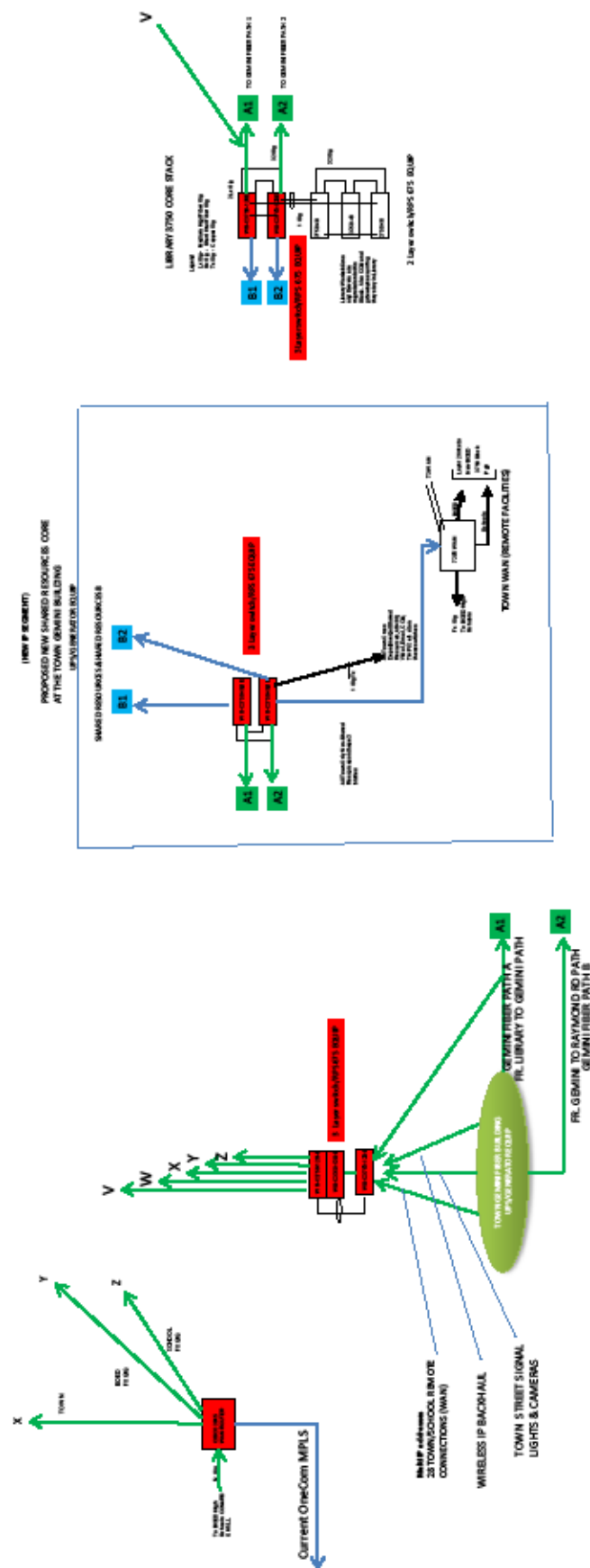
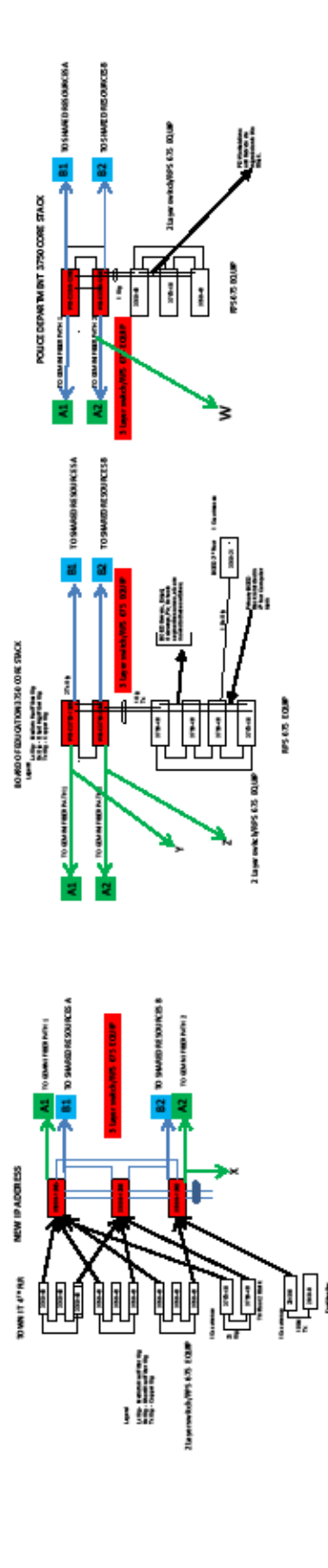
Discount off CISCO List Price

- |   |         |
|---|---------|
| 1. Purchase of CISCO hardware               | _____ % |
| 2. Maintenance (SMARTnet) of CISCO hardware | _____ % |
| 3. Purchase of CISCO software               | _____ % |
| 4. Maintenance (SMARTnet) of CISCO software | _____ % |
| 5. Value of equipment trade-in              | \$_____ |

### Attachment 1 - Connectivity Locations

| <u>Location Name</u>                    | <u>Address</u>             | <u>Current Connectivity</u> | <u>Future Connectivity</u> |
|---|----------------------------|-----------------------------|----------------------------|
| Town Hall                               | 50 South Main Street       | HUB LOCATION                | Fiber                      |
| Network Operations Center               | 130 South Main Street      |                             | HUB LOCATION               |
| Elmwood Community Center                | 1106 New Britain Ave.      | MPLS Circuit                | Fiber                      |
| Faxon Library                           | 1073 New Britain Ave.      | PTP Circuit                 | Fiber                      |
| Bishops Corner Library                  | 15 Starkel Road            | PTP Circuit                 | Fiber                      |
| Rockledge Maintenance                   | 289 South Main St.         | MPLS Circuit                | Fiber                      |
| Veteran's Skating Rink                  | 56 Buena Vista Rd.         | MPLS Circuit                | Fiber                      |
| Westmoor Park                           | 119 Flagg Road             | MPLS Circuit                | Fiber                      |
| Fire Station 1                          | 561 Prospect Ave.          | MPLS Circuit                | Fiber                      |
| Fire Station 2                          | 20 Brace Road              | MPLS Circuit                | Fiber                      |
| Fire Station 3                          | 1068 New Britain Ave.      | MPLS Circuit                | Fiber                      |
| Fire Station 4                          | 2458 Albany Ave.           | MPLS Circuit                | Fiber                      |
| Fire Station 5                          | 51 Berkshire Road          | MPLS Circuit                | Fiber                      |
| Police Station                          | 103 Raymond Road           | Fiber                       | Fiber                      |
| Isham Parking Garage                    | 17 Isham Road              | Fiber                       | Fiber                      |
| Memorial Parking Garage                 | 75 Memorail Road           | Fiber                       | Fiber                      |
| Noah Webster Library                    | 20 South Main Street       | Fiber                       | Fiber                      |
| Public Works Facility                   | 17 Brixton Street          | MPLS Circuit                | Fiber                      |
| West Hartford Blomfield Health District | 693 C Bloomfield Avenue    | MPLS Circuit                | Fiber                      |
| Conard High School                      | 110 Beechwood Road         | Leased Fiber                | Fiber                      |
| Hall High School                        | 975 North Main Street      | Leased Fiber                | Fiber                      |
| Bristow Middle School                   | 34 Highland Street         | MPLS Circuit                | Fiber                      |
| King Phillip Middle School              | 100 King Phillip Drive     | MPLS Circuit                | Fiber                      |
| Sedgwick Middle School                  | 128 Sedgwick Road          | MPLS Circuit                | Fiber                      |
| Webster Hill School                     | 125 Webster Hill Boulevard | MPLS Circuit                | Fiber                      |
| Smith School                            | 64 St. James Street        | MPLS Circuit                | Fiber                      |
| Charter Oak International Academy       | 425 Oakwood Avenue         | MPLS Circuit                | Fiber                      |
| Morley School                           | 77 Bretton Road            | MPLS Circuit                | Fiber                      |
| Aiken School                            | 212 King Phillip Drive     | MPLS Circuit                | Fiber                      |
| Wolcott School                          | 71 Wolcott Road            | MPLS Circuit                | Fiber                      |
| Norfeltd School                         | 35 Bardale Road            | MPLS Circuit                | Fiber                      |
| Duffy School                            | 95 Westminster Drive       | MPLS Circuit                | Fiber                      |
| Whiting Lane School                     | 47 Whiting Lane            | MPLS Circuit                | Fiber                      |
| Braeburn School                         | 45 Braeburn Road           | MPLS Circuit                | Fiber                      |
| Bugbee School                           | 1943 Asylum Avenue         | MPLS Circuit                | Fiber                      |
| STRIVE                                  | 11 Wampanoag Drive         | MPLS Circuit                | Fiber                      |
| Hanoc House                             | 105 Hillcrest Avenue       | MPLS Circuit                | Fiber                      |

## Attachment 2 to new base network design





### ATTACHMENT 3

#### BASE NETWORK DESIGN

#### CISCO EQUIPMENT LIST

1. WS-C3750E-48TS-E
2. WS-C3750G-12S-E  
IOS software version 12.2 (25) SEE2  
Advance Enhanced Version
3. LS GBIC
4. Fiber Patch Cord 12'